

FIG. 1

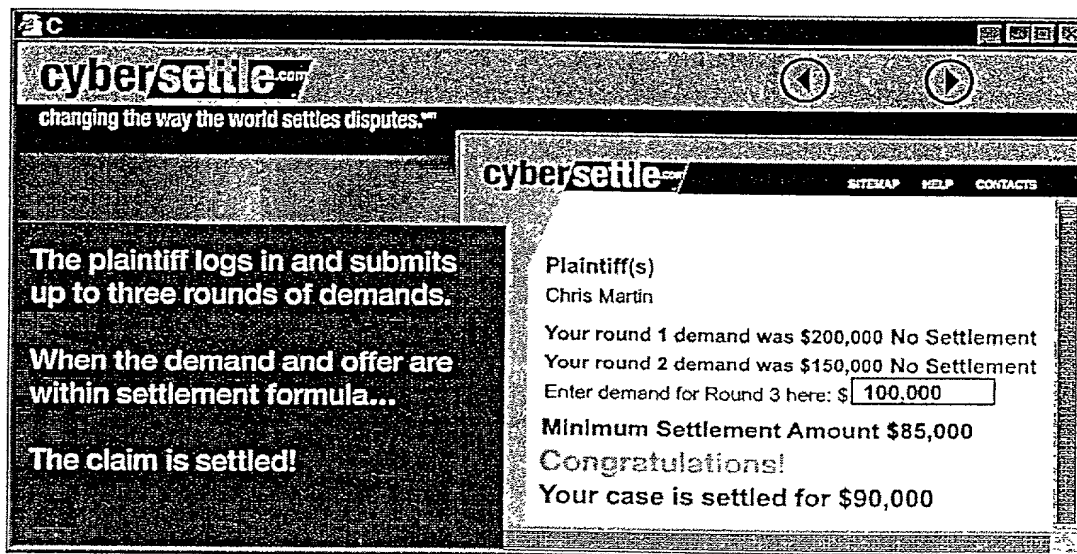


FIG. 2

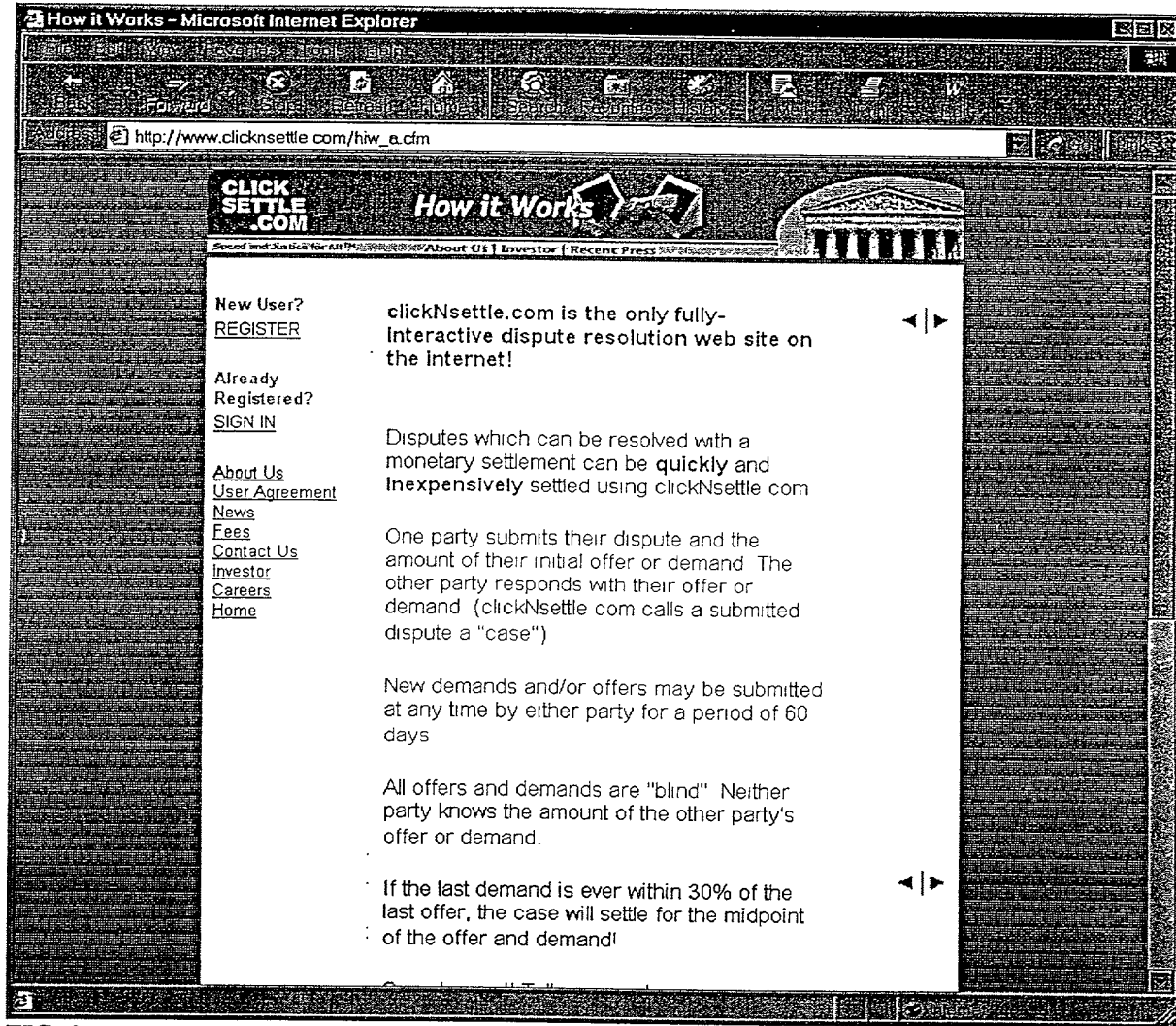


FIG. 3

FIG. 3

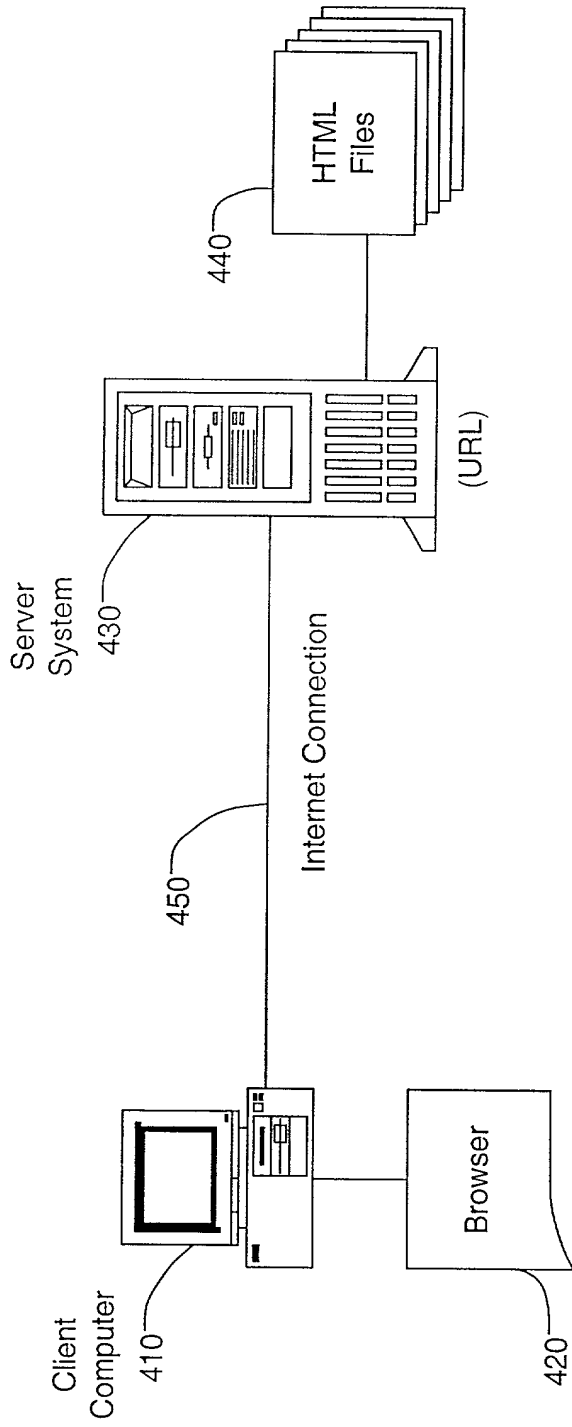
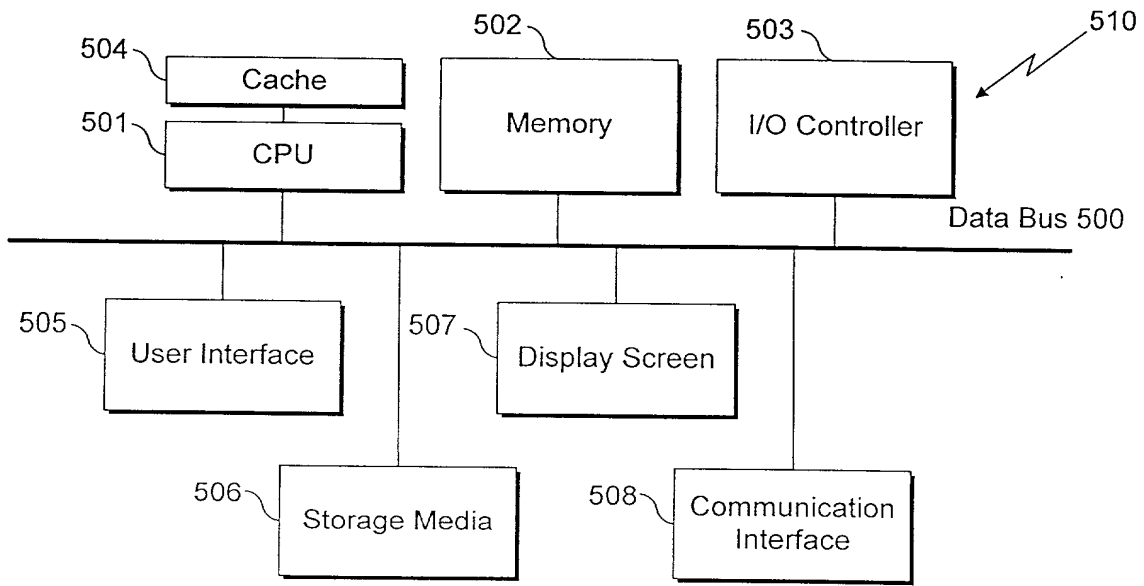
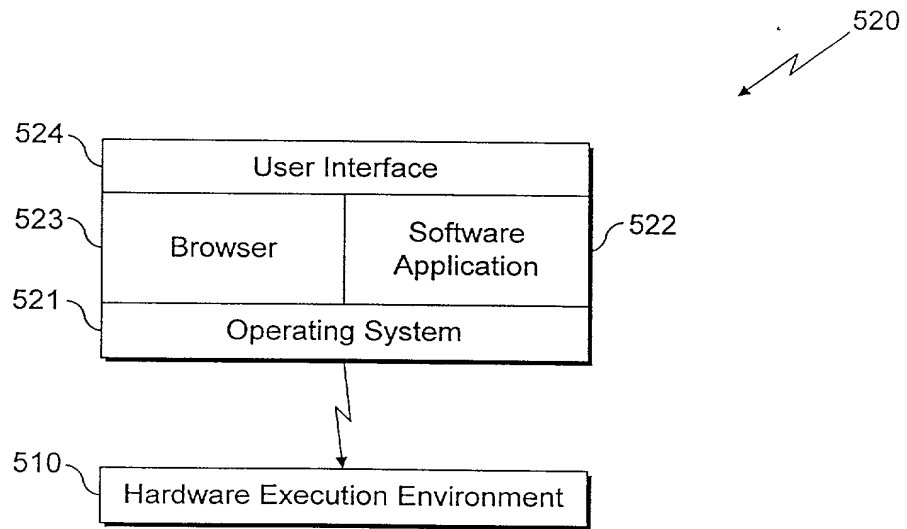


FIG. 4



**FIG. 5A**



**FIG. 5B**

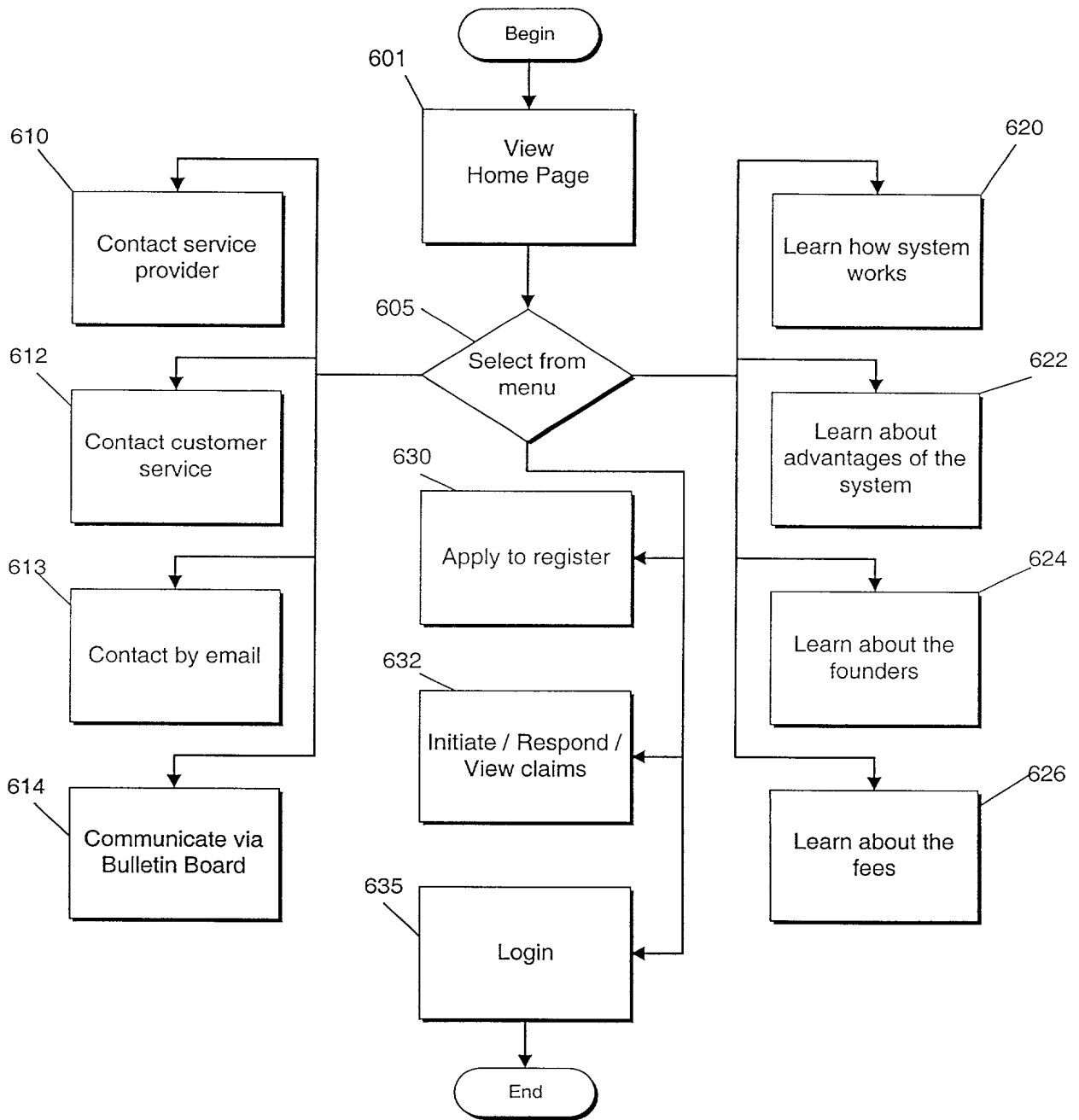


FIG. 6

FIG. 7

Home Page

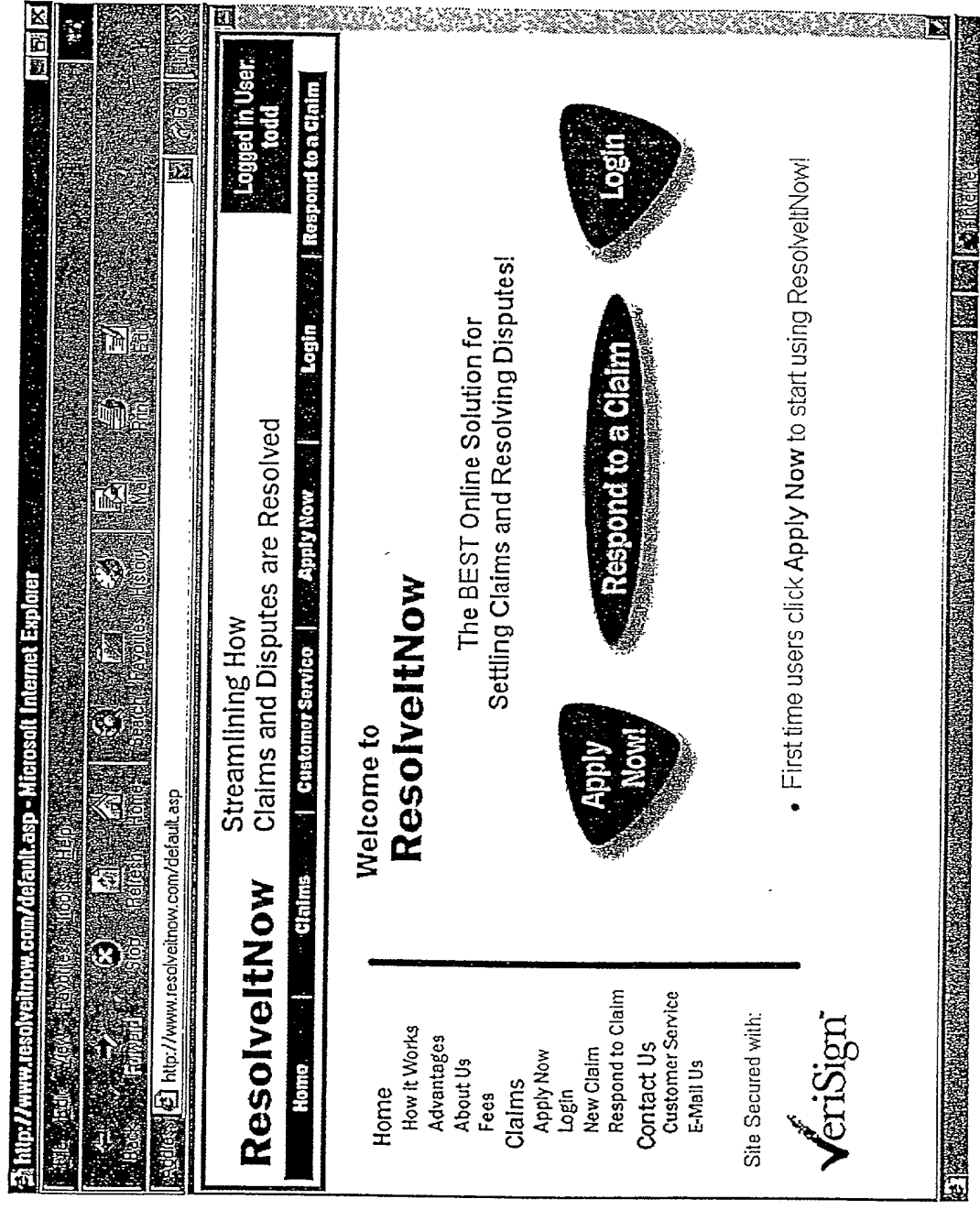


FIG. 8

## How It Works

**ResolveItNow** Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Logged in User: todd

### How It Works...

ResolveItNow.com's blind, easy-to-use process assures total confidentiality and objectivity, with a complete paper trail. And it minimizes the roles of middlemen and the hassles of face-to-face settlement meetings and phone tag.

#### How Do I Initiate a Claim?

1. Click on the Apply Now or Login button on the home page.
2. Follow the simple instructions and enter basic information about the claim.
3. Select a desired settlement range from the menus.
4. Click on your confidential settlement range or Enter your confidential settlement offer.
5. The software instantly generates a unique offer identification number and password, then contacts the other party by email and ground mail, inviting them to respond - without revealing your offer or range.

#### How Do I Respond To A Claim?

1. Click on the Respond to a Claim button on the home page.
2. Enter your unique User ID number and password you received by mail or email.
3. Click on your confidential settlement range or Enter your confidential settlement offer.

Site Secured with:

**VeriSign**



FIG. 9

How it Works (cont.)

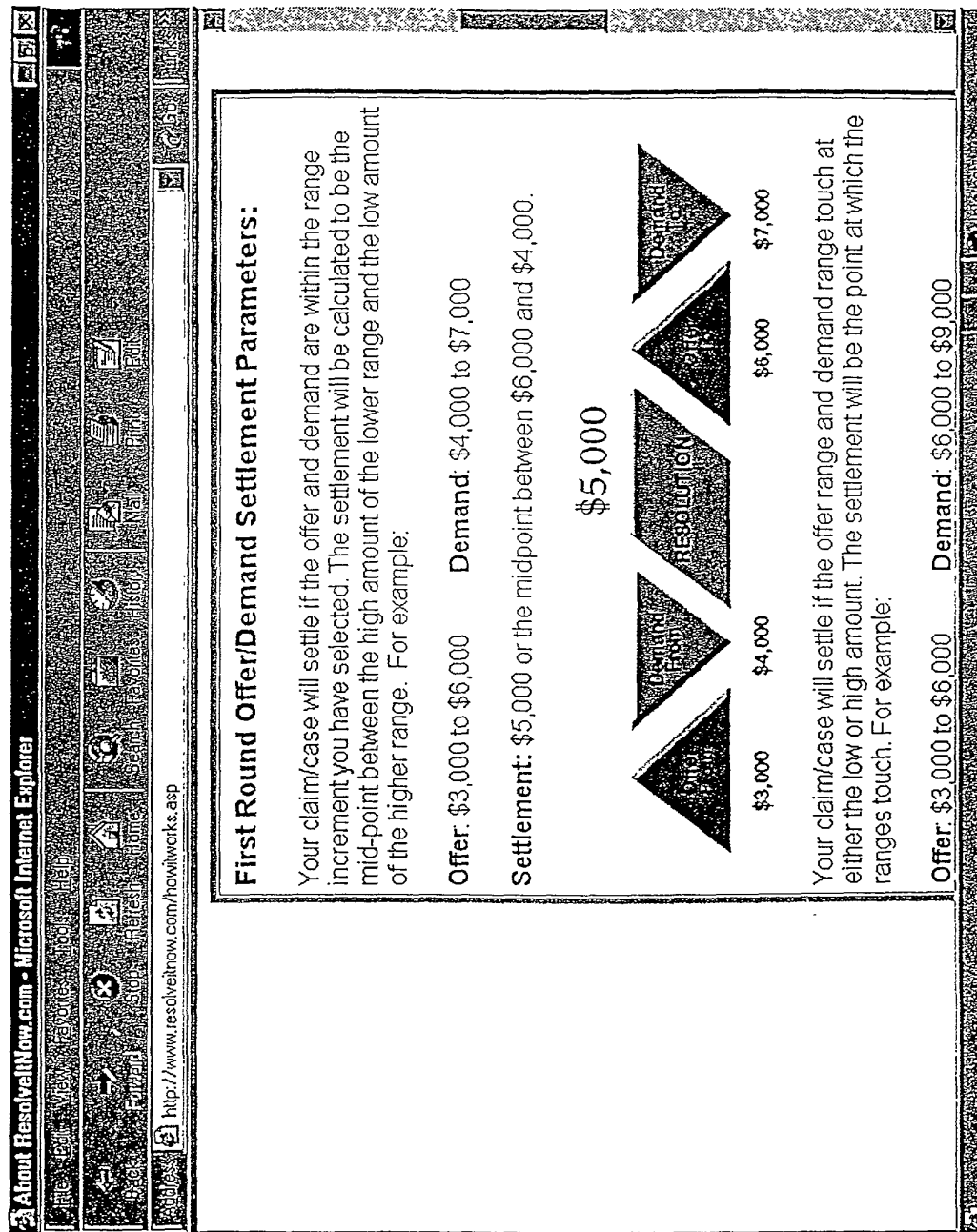


FIG. 10

How it Works (cont.)

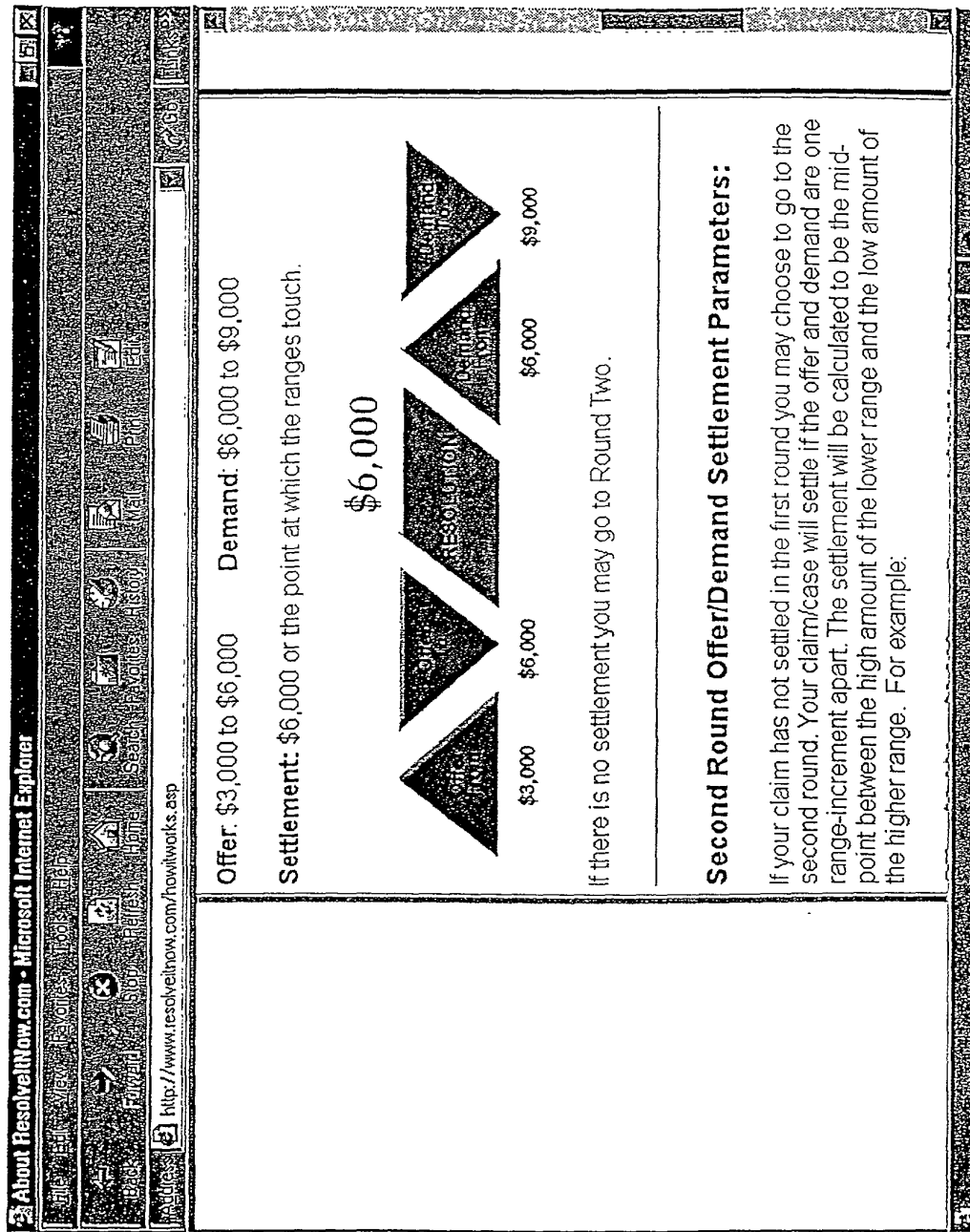


FIG.11

How it Works (cont.)

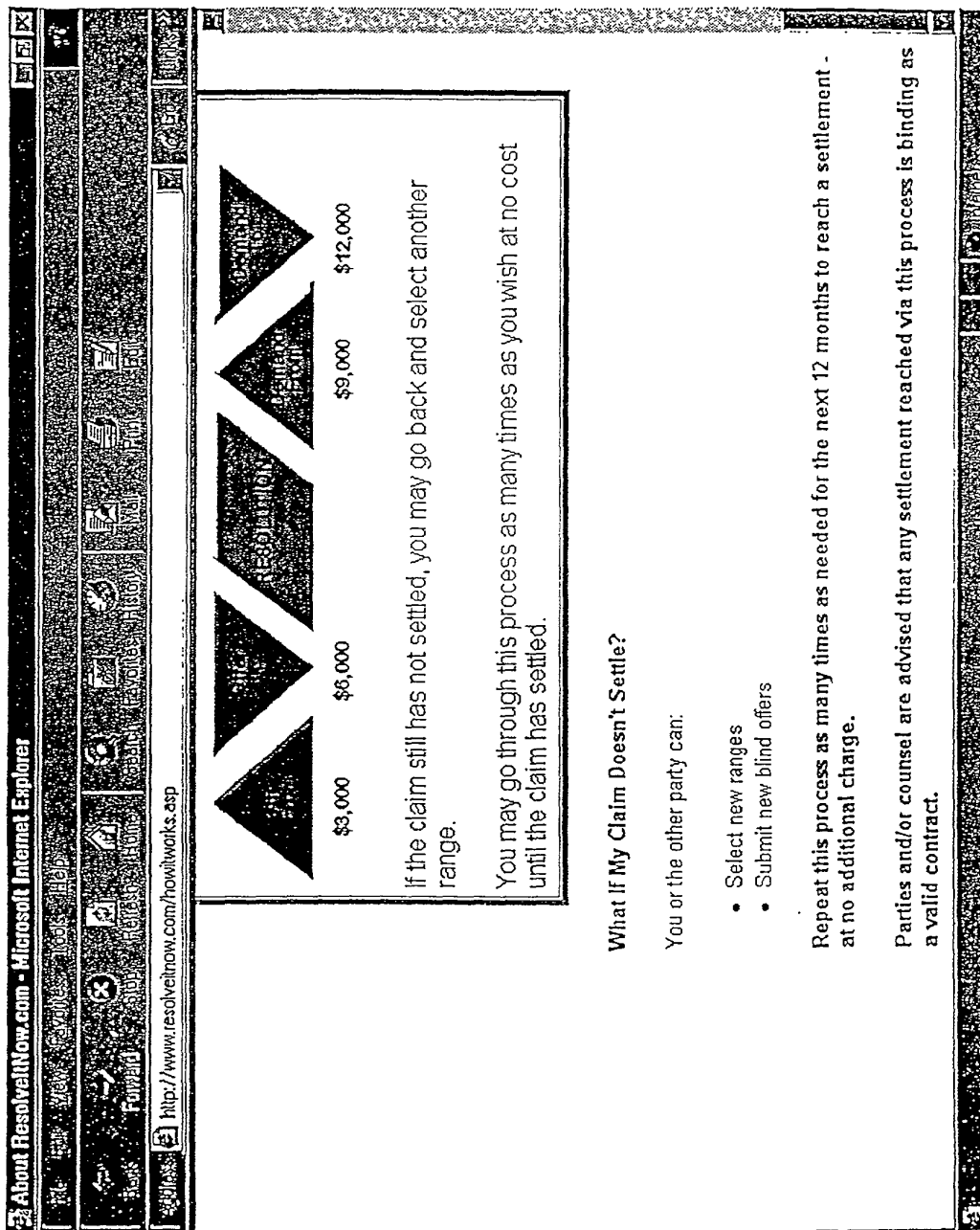


FIG. 12

How It Works (cont.)

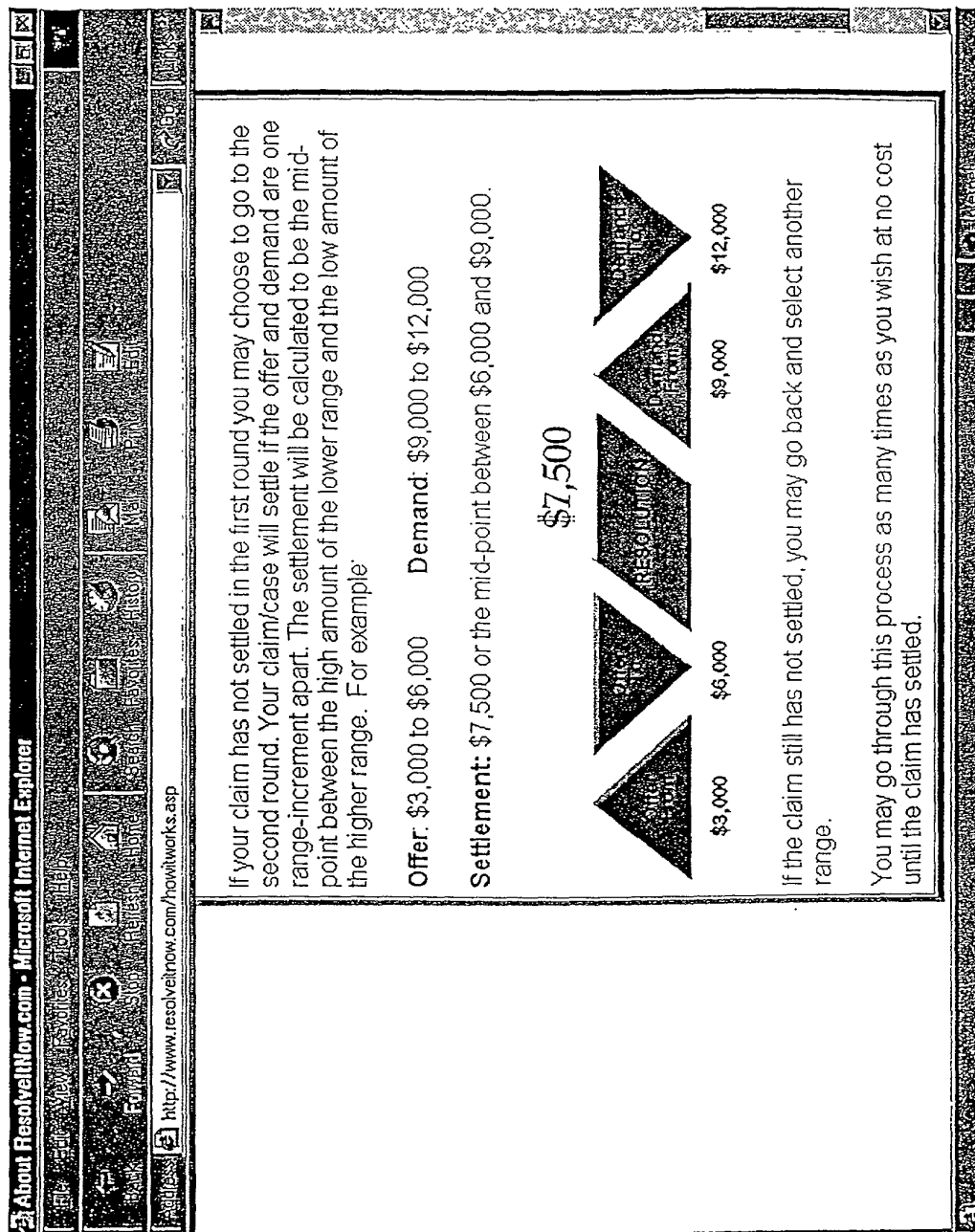
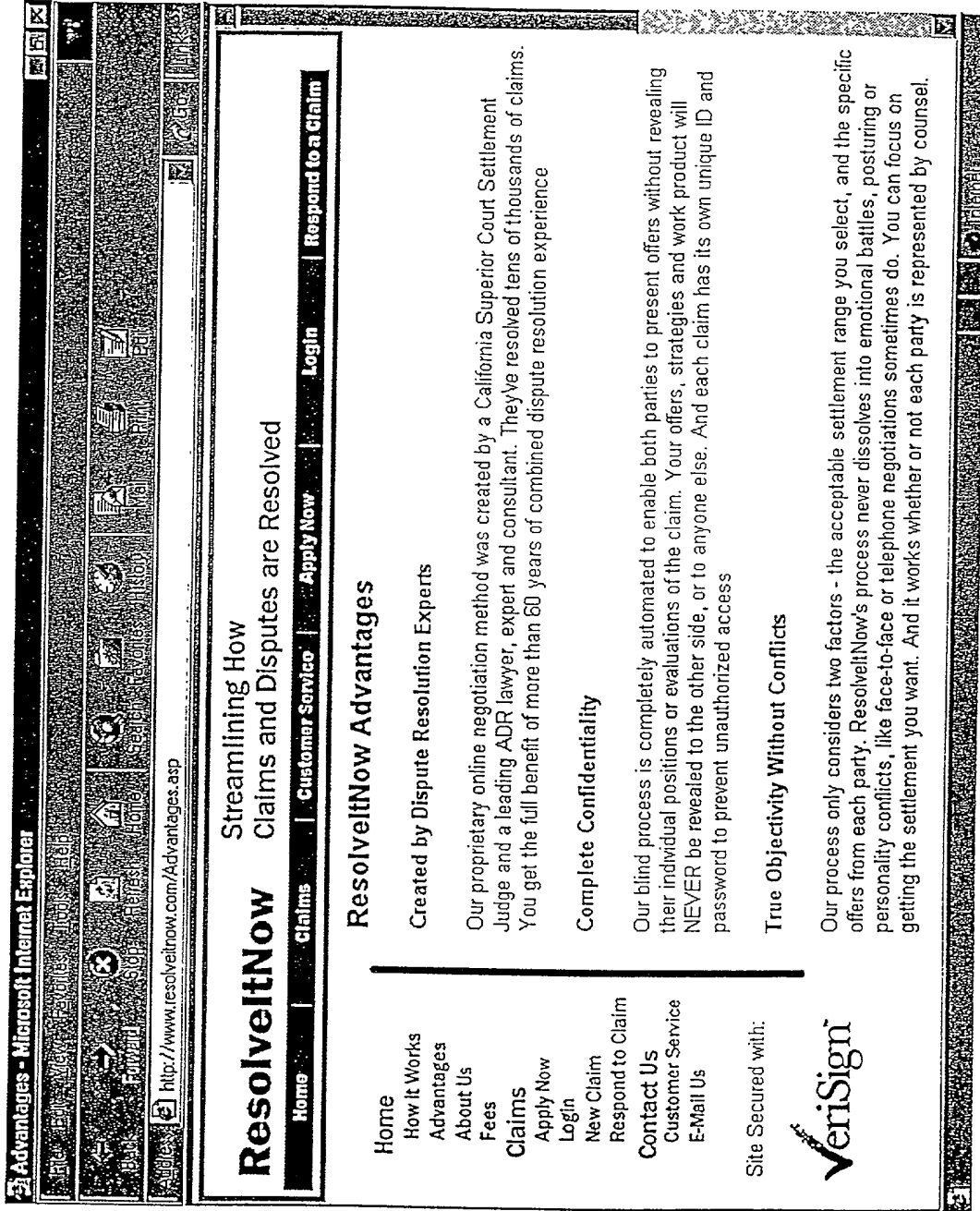


FIG. 13

Advantages



## Advantages (cont.)

FIG. 14

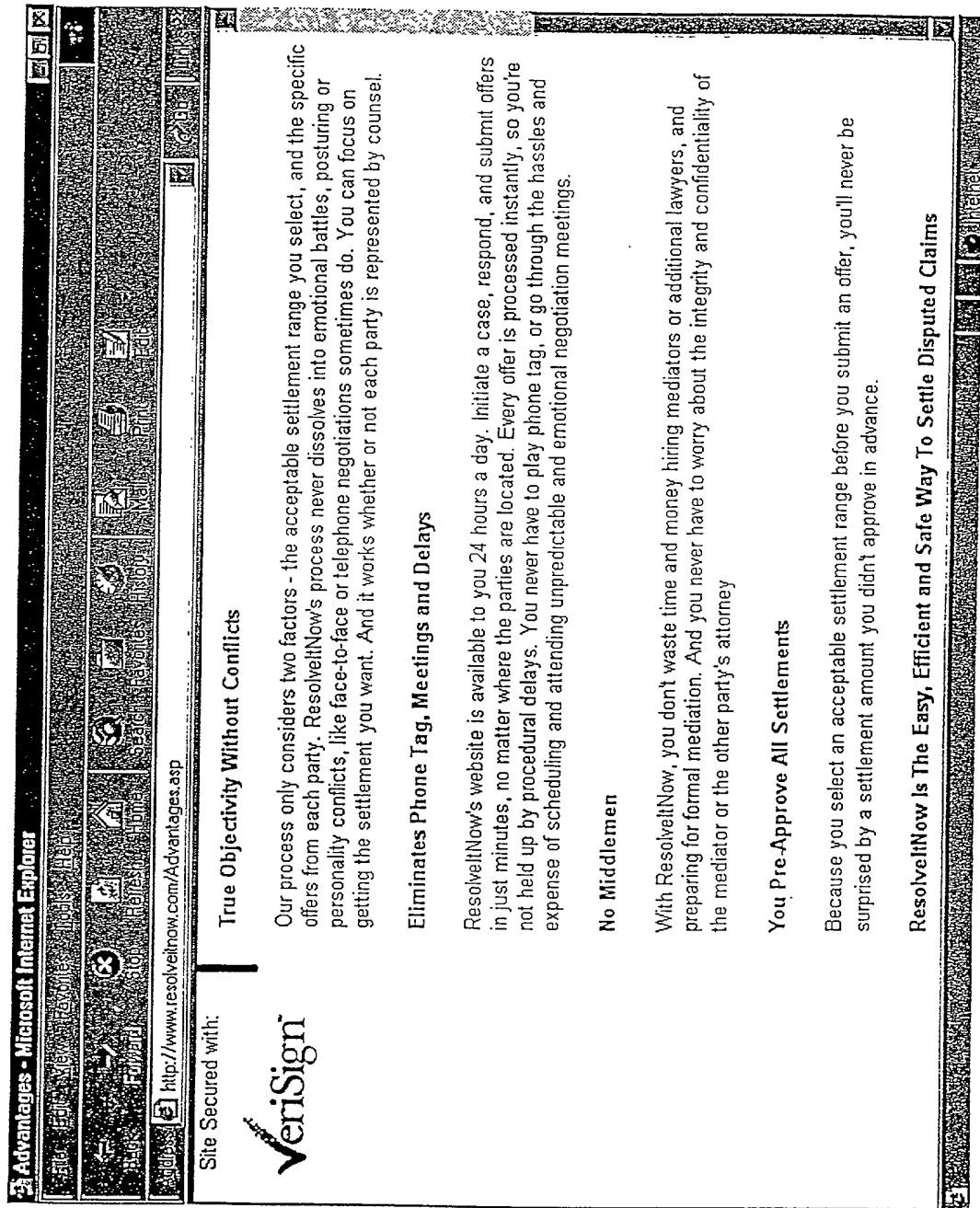


FIG. 15

About Us

http://www.resolveitnow.com/AboutUs.asp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Favorites History Mail Print Edit

Address http://www.resolveitnow.com/AboutUs.asp

# ResolveItNow

## Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

### About Us

**Vanessa C.L. Chang**  
Founder and Chief Executive Officer

Ms. Chang, a principal in EI & EI Investments, provides independent financial consulting and merger and acquisition advisory services. Until recently, she was responsible for building Corporate Real Estate Capital ("CREC"). CREC originated debt and managed the loan portfolio, often selling the loans as either whole loans or into a securitization CREC, an affiliate of Secured Capital Corp was a \$1 billion debt fund financed by Cargill Financial Services, SunAmerica, Secured Capital and U.S. Realty. Ms. Chang was also responsible for starting and building the merger/acquisition, corporate finance and valuation businesses for KPMG's West Coast practice. Ms. Chang has spent 20 years starting, building and developing professional service businesses outside of the core business of two organizations, Secured Capital, a real estate investment bank and KPMG LLP, a public accounting firm. She is licensed as a practicing Certified Public Accountant in California and a member of American Institute of Certified Public Accountants. Ms. Chang is also the Chairman of the Library Foundation of Los Angeles and is the Chair of the Business and Finance Committee for Claremont Graduate University.

**The Honorable R. William Schoettler**  
Founder and Vice President, Sales-Legal

Home  
How It Works  
Advantages  
About Us  
Fees  
Claims  
Apply Now  
Login  
New Claim  
Respond to Claim  
Contact Us  
Customer Service  
E-Mail Us

Site Secured with:

**VeriSign**

http://www.resolveitnow.com/AboutUs.asp

FIG. 16

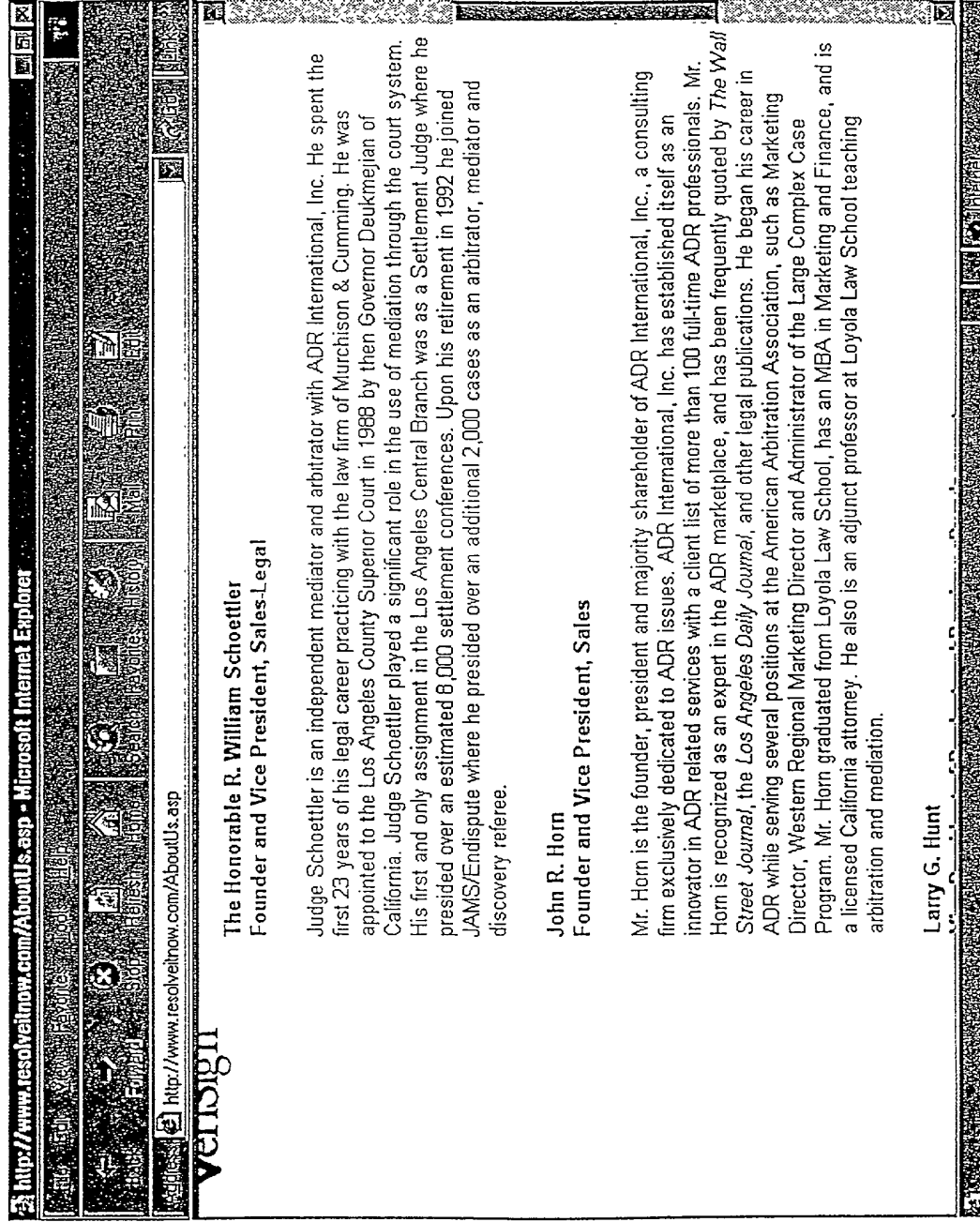




FIG. 17

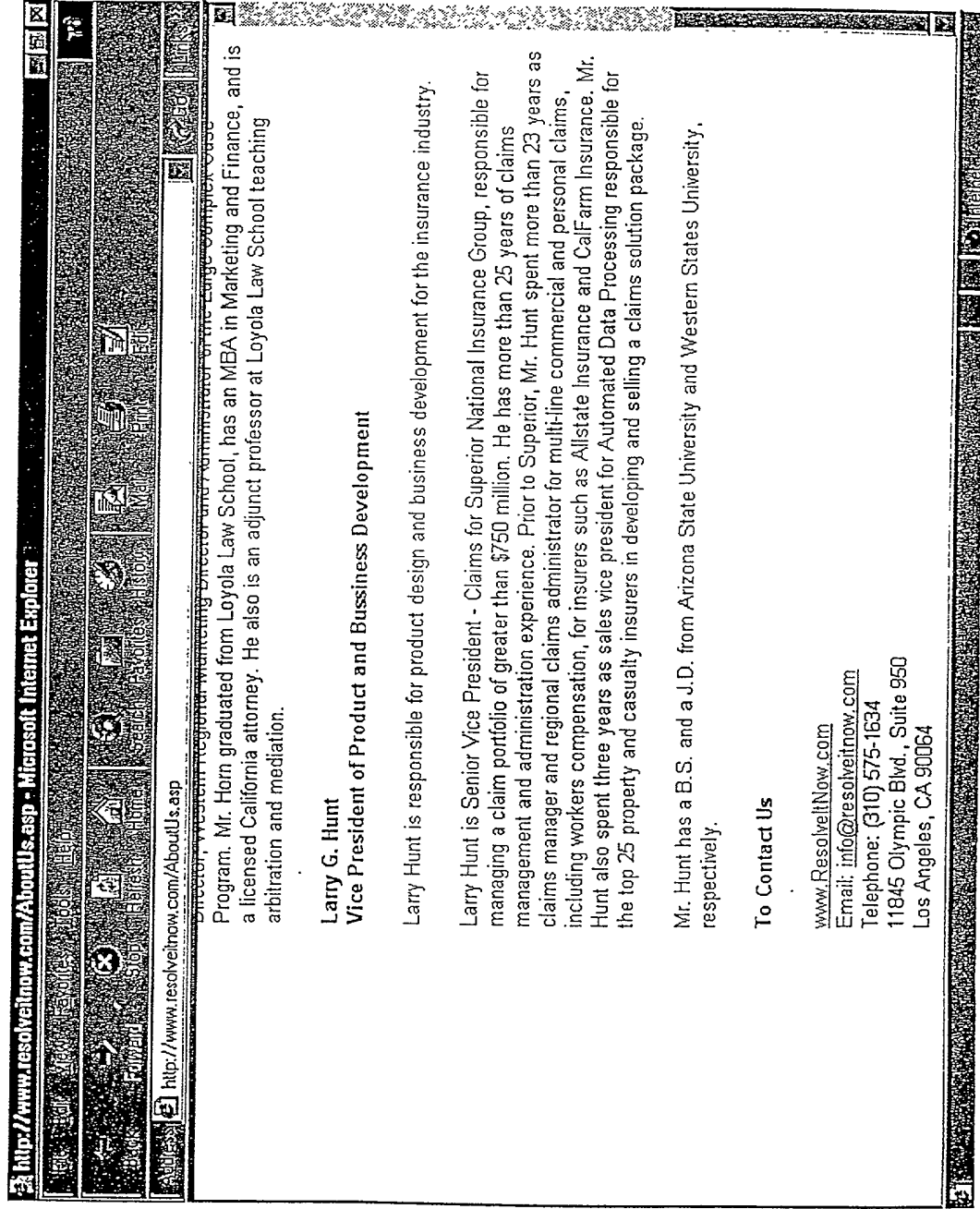
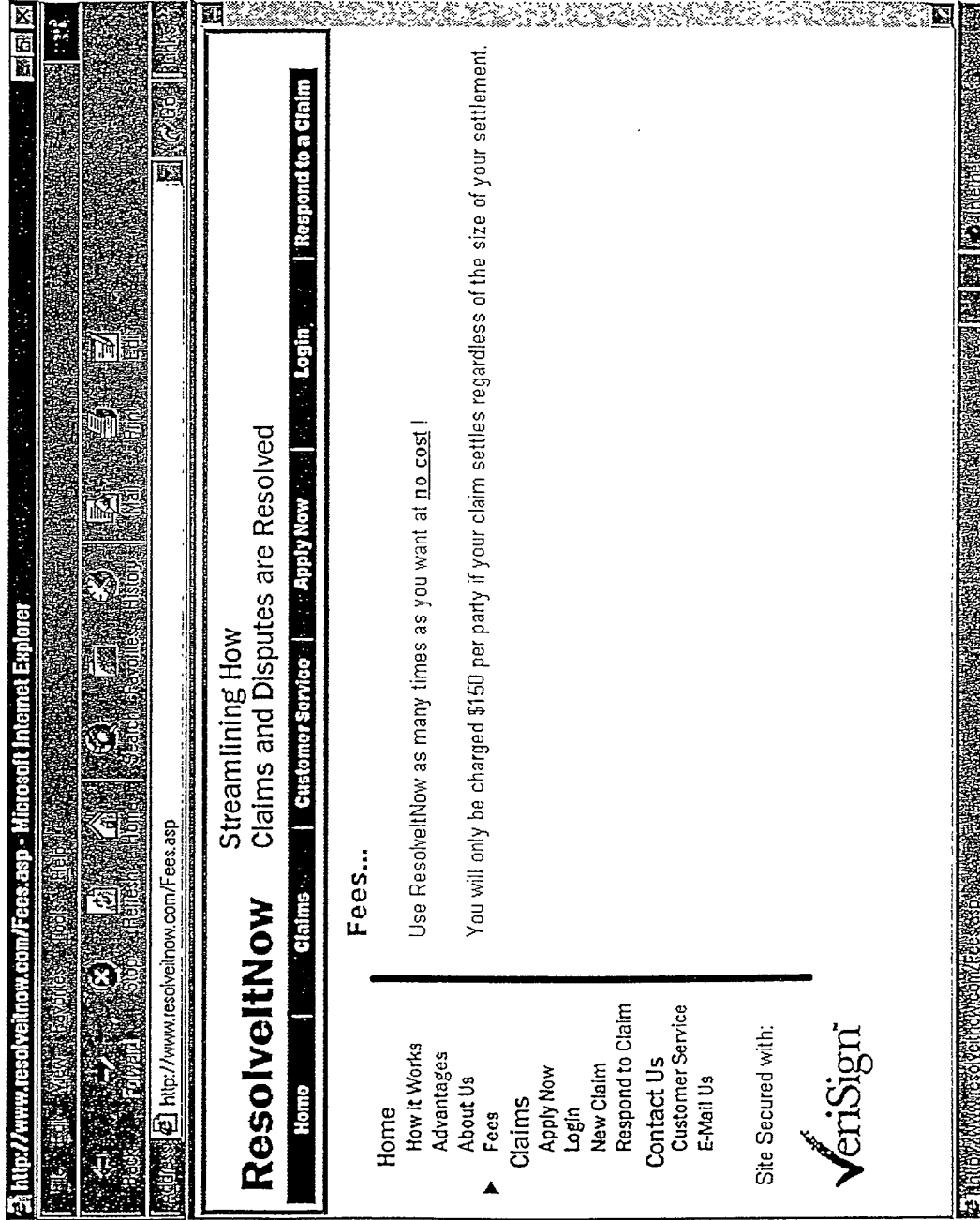


FIG. 18

Fees



## Customer Service

FIG. 19

The screenshot shows a web browser window with the address bar displaying <http://www.resolveitnow.com/CustomerService.asp>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for Back, Forward, Stop, Reload, Home, Search, Favorites, History, Mail, Print, and Exit. The address bar shows the URL <http://www.resolveitnow.com/CustomerService.asp>.

The main content area has a title bar that reads "Streamlining How Claims and Disputes are Resolved". Below the title bar is a navigation menu with links: Home, Claims, Customer Service, Apply Now, Login, and Respond to a Claim. The "Customer Service" link is highlighted.

The main content area is titled "Customer Service" and contains the following text:

If you have any questions, you may.

- Email us at [info@resolveitnow.com](mailto:info@resolveitnow.com) and we will reply within 24 hours.
- Call us at 1(888)900-6000 between the hours of 8.30 a.m. and 5.30 p.m. Pacific Time, Monday to Friday.
- Page us at 1(888)900-6000 for EMERGENCY URGENT matters only and we will respond within 8 hours.

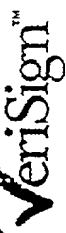
At the bottom of the page, there is a section titled "Site Secured with:" followed by the VeriSign logo.

FIG. 20

VeriSign

VeriSign Secure Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help

  
The Sign of Trust on the Net<sup>®</sup>

## WWW.RESOLVEITNOW.COM is a VeriSign Secure Site

Security remains the primary concern of on-line consumers. The VeriSign Secure Site Program allows you to learn more about web sites you visit before you submit any confidential information. Please verify that the information below is consistent with the site you are visiting.

Name	WWW.RESOLVEITNOW.COM
Status	Valid
Validity Period	11-Apr-2000 - 11-Apr-2001
Server ID Information	Country = US State = California Locality = Sherman Oaks Organization = ResolveItNow Organizational Unit = ResolveItNow Organizational Unit = Terms of use at <a href="http://www.verisign.com/RPA">www.verisign.com/RPA</a> (c)99 Common Name = <a href="http://www.resolveitnow.com">www.resolveitnow.com</a>

If the information is correct, you may submit sensitive data (e.g., credit card numbers) to this site with the assurance that:



FIG. 22

# Initiating Party Contact Information

https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntry.asp - Microsoft Internet Explorer

Back Forward Stop Refresh Home Search Favorites History Print

Address: https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntry.asp

## ResolveItNow

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

### Streamlining How Claims and Disputes are Resolved

Home

How It Works

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Initiating Party Contact Information

Name:

E-Mail:

Company (optional)

Address:

City, State Zip:

Telephone:

Fax:

Please Select Billing Method

☐ Change my credit card

☐ Use company account number

Site Secured with:

VeriSign

FIG. 23

Credit Card Information

Home

Claims

Customer Service

Apply Now

Login

Respond to a Claim

ResolveItNow

Streamlining How  
Claims and Disputes are Resolved

Home

How it Works

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Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:

VeriSign

Credit Card Type

Visa

Credit Card Number

Expiration Date Month

01 - January

Expiration Date Year

2000

Name on card

Billing Address (line 1)

Billing Address (line 2)

City

State

Zip

Country

Submit

Reset

FIG. 24

Supply Password

Home

Claims

Customer Service

Apply Now

Login

Respond to a Claim

ResolveItNow

Streamlining How  
Claims and Disputes are Resolved

Home

How It Works

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Login

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Customer Service

E-Mail Us

Your personal User ID (UID) number is: 637

You will now need to supply a password to access your cases.  
(4 to 8 alpha-numeric characters)

Password

Retype Password

Submit

Reset

Site Secured with:

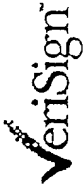




FIG. 25

## Company Account Information

https://www.resolveitnow.com/secure/CaseloadOwnerContactEntryCCandInsNo.asp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address: https://www.resolveitnow.com/secure/CaseloadOwnerContactEntryCCandInsNo.asp

**ResolveItNow** Streamlining How Claims and Disputes are Resolved

Home Claims Customer Service Apply Now Login Respond to a Claim

**Company Account Information...**

This information is pre-assigned by ResolveItNow.com

Company/Account Number:

User Name:

Password:

Submit Reset

Home  
How it Works  
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Fees  
Claims  
Apply Now  
Login  
New Claim  
Respond to Claim  
Contact Us  
Customer Service  
E-Mail Us

Site Secured with:

**VeriSign**

FIG. 26

Newly Registered User

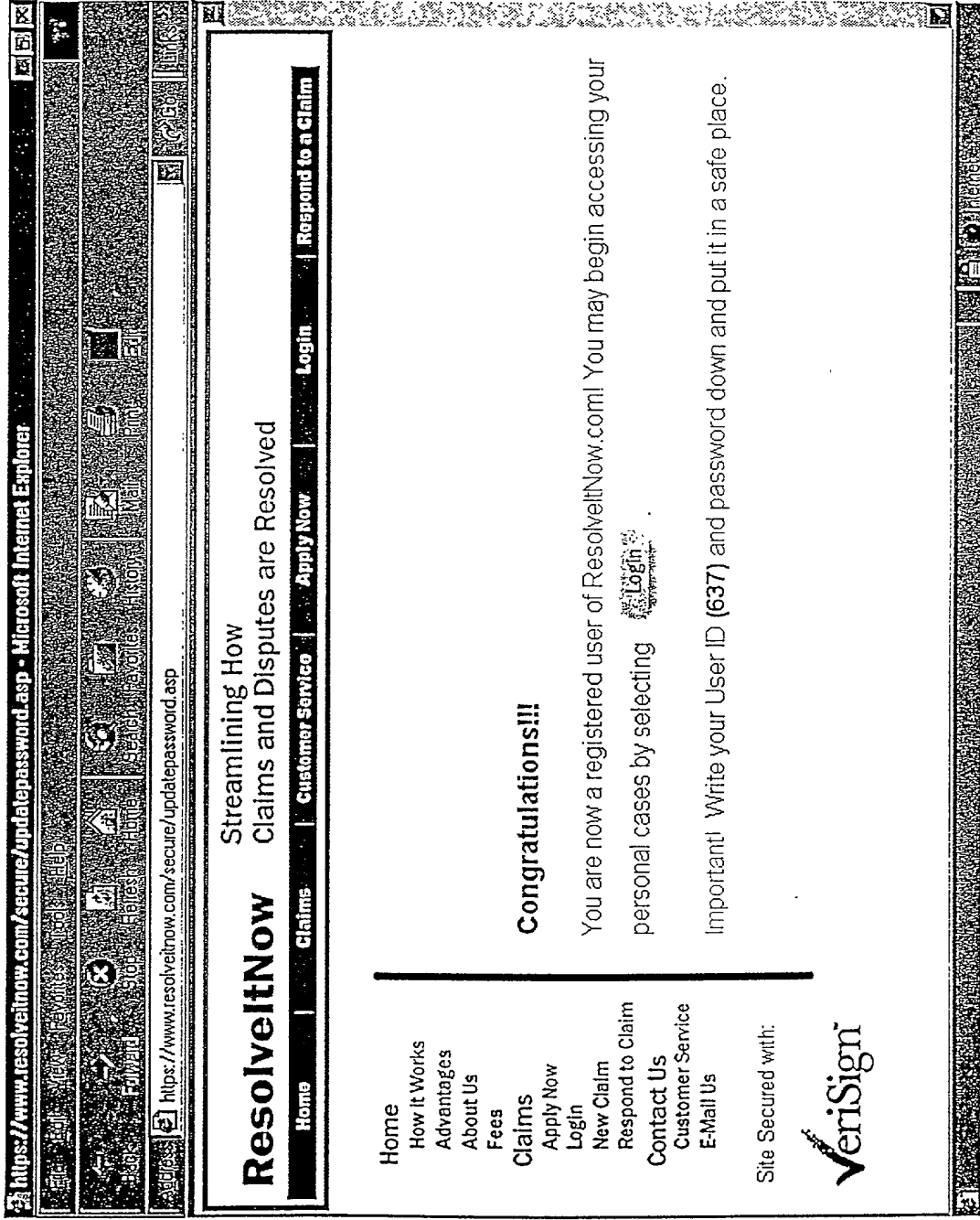


FIG. 27

Login

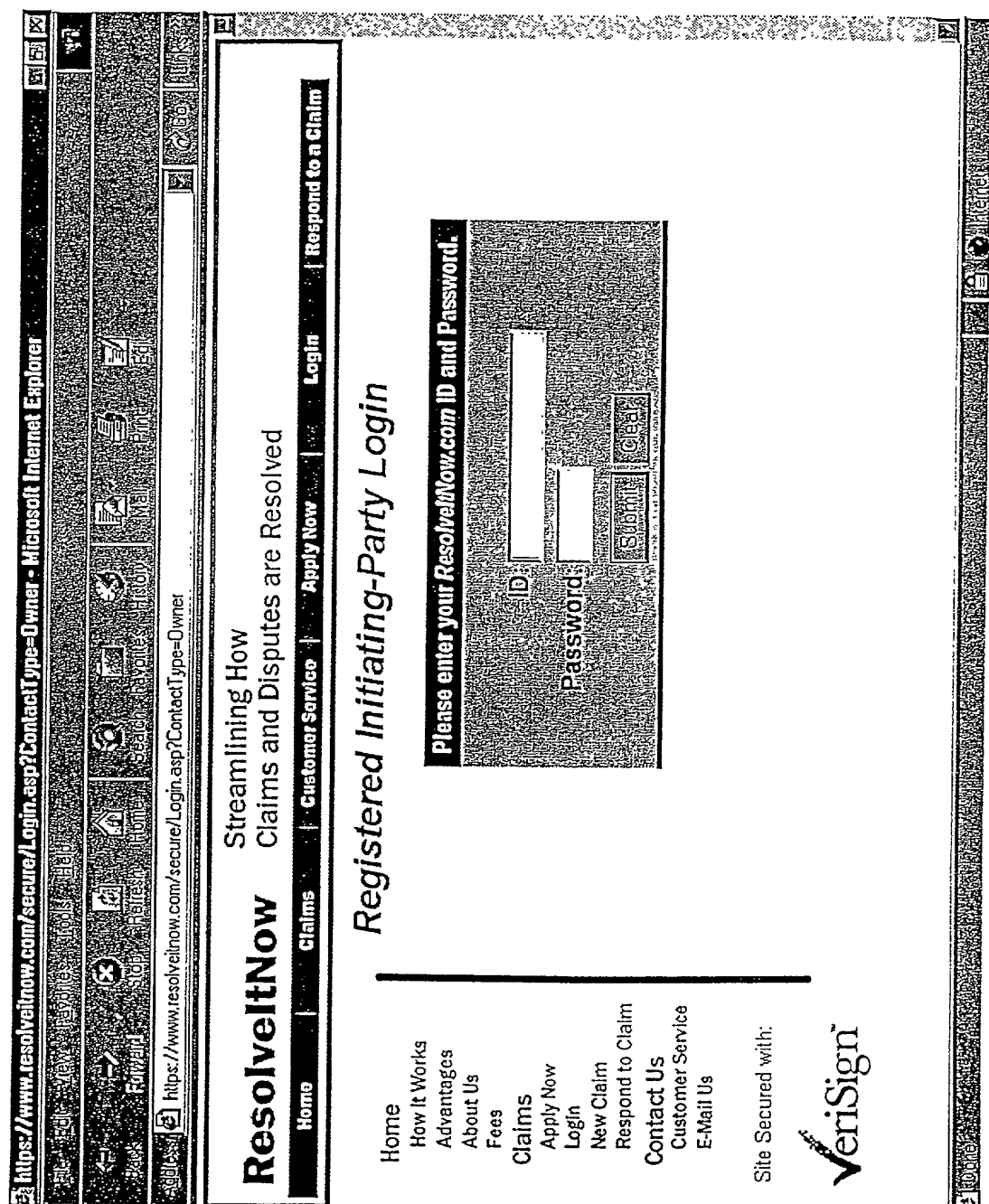


FIG. 28

Click for New Claim

https://www.resolveitnow.com/secure/Claims.asp?CalledFrom=Login - Microsoft Internet Explorer

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address: https://www.resolveitnow.com/secure/Claims.asp?CalledFrom=Login

# ResolveItNow

## Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

### Claims

- Home
- How it Works
- Advantages
- About Us
- Fees
- Claims
- Apply Now
- Login
- New Claim
- Respond to Claim
- Contact Us
- Customer Service
- E-Mail Us

Site Secured with:

R# = Current Round R = Pending

Your portfolio is empty.  
To add a new claim click [New Claim](#).

FIG. 29

# Claims Status

Home

How it Works

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:

https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites History Mail Print

Address: https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button

ResolveItNow

Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Claims

R\* = Current Round P = Pending

Claimant(s)

Claim # 687454654 Date: 5/1/00 3:08:55 PM Active

Claimant(s) Henry James \$24,000 - \$27,000 Replying Party(ies) Frank Wells

Add/Delete Parties/Modify Remarks/Select Claim/Date Claim

Claimant(s) John Doe \$30,000 - \$32,000 Replying Party(ies) Mary Smith

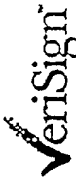
Add/Delete Parties/Modify Remarks/Select Claim/Date Claim

FIG. 30

# New Claim Information

[Home](#)
[Claims](#)
[Customer Service](#)
[Apply Now](#)
[Login](#)
[Respond to a Claim](#)

[Home](#)
[How it Works](#)
[Advantages](#)
[About Us](#)
[Fees](#)
[Claims](#)
[Apply Now](#)
[Login](#)
[New Claim](#)
[Respond to Claim](#)
[Contact Us](#)
[Customer Service](#)
[E-Mail Us](#)

Site Secured with:
 

## ResolveItNow

### Streamlining How Claims and Disputes are Resolved

Please enter your new claim information.

Claim Number:

Your role in this dispute is:

Date of Loss:

Type of Loss:

Insurance Company:

Policy Number:

Address:

City, State Zip:

Phone:

Fax:

E-Mail:

**Note:**  
 The Claim Number entered here must be unique. If you are inquiring on an existing claim, please click on [Claims](#)

[Next Step >>>](#)

FIG. 31

**ResolveItNow** Streamlining How Claims and Disputes are Resolved

Logged in User: Adjuster

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

### New Claim

Please enter your new claim information:

Claim Number:

Your role in this dispute is: ☒ to SEEK a recovery payment (Claimant/Plaintiff)

Date of Loss:

Type of Loss:

Insurance Company:

Policy Number:

Address:

City, State Zip:

Phone:

Fax:

E-Mail:

**Note:**  
The Claim Number entered here must be unique. If you are inquiring on an existing claim, please click on [Claims](#).

Home  
How It Works  
Advantages  
About Us  
Fees  
Claims  
Apply Now  
Login  
New Claim  
Respond to Claim  
Contact Us  
Customer Service  
E-Mail Us

Site Secured with **VeriSign**

FIG. 32

Claimant & Replying Party Info

https://www.resolveitnow.com/secure/PlaintiffForm.asp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Go Forward Stop Reload Home Search Favorites History

Address: https://www.resolveitnow.com/secure/PlaintiffForm.asp

---

# ResolveItNow

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

## Streamlining How Claims and Disputes are Resolved

Home

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### For Claim #5465465

Add one (1) for multiple Claimants and Replying Parties below

Claimants	Replying Parties
<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>	

Add Claimant >>

<< Remove Claimant

  |

Add Replying Party >>

<< Remove Replying Party

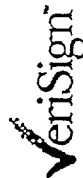
Next Step (Assign Claimant Parties) >>

Site Secured with:

**VeriSign**



## Range Selection



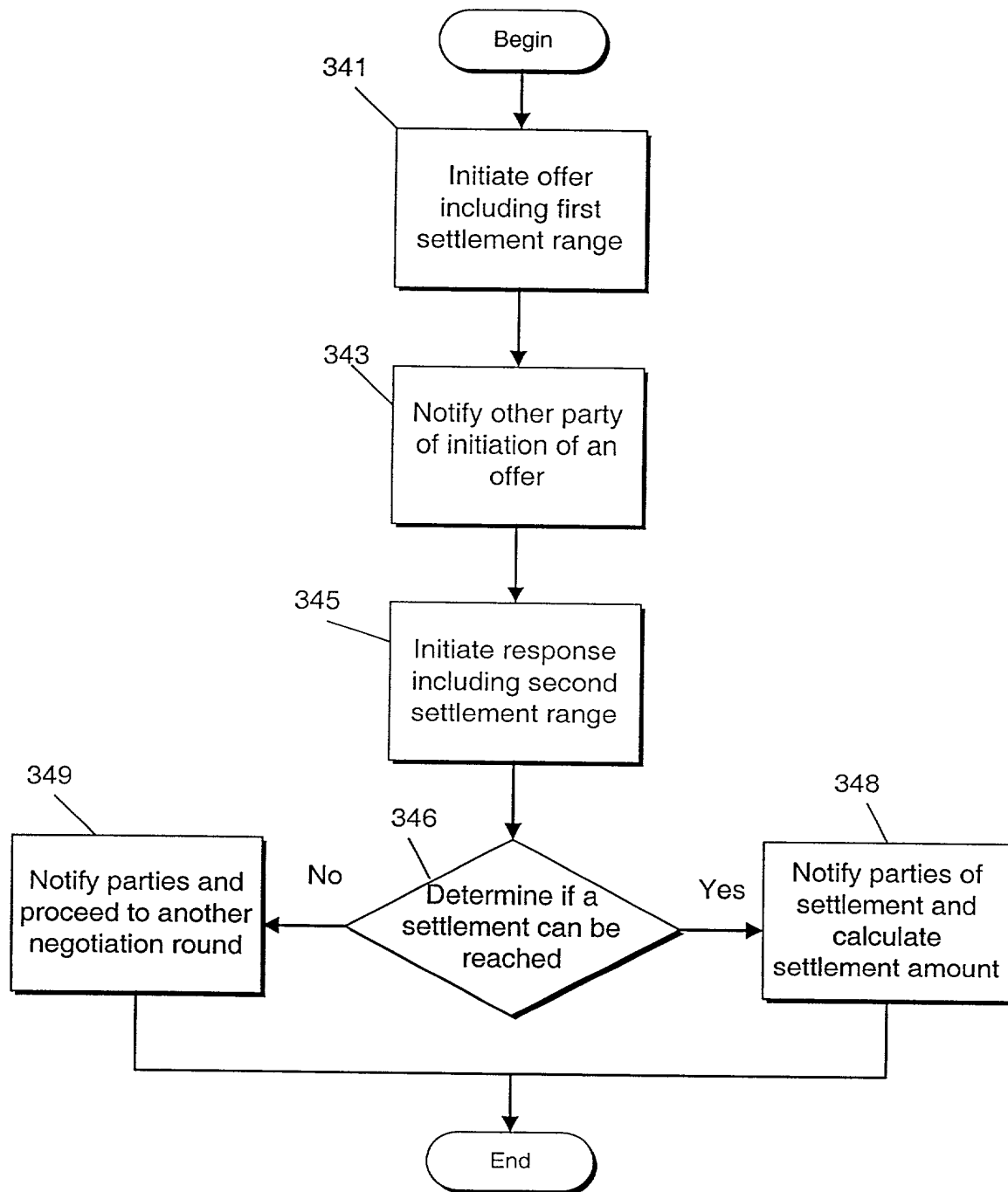


FIG. 34

FIG. 35

# Calculate Potential Settlement Amounts

From Amount \$30,000.00

To Amount \$32,000.00

Option 1 Settlement Calculation:

\$ 30,000 \$ 32,000

Option 2 Settlement Calculation:

\$ 29,000 \$ 33,000

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Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:

VeriSign

Calculate Potential Settlement Amounts

desired increment amount: 2000

Refresh Ranges

Selection for Claim #5465465

Customer Service | Apply Now | Login | Respond to a Claim

reamlining How

aims and Disputes are Resolved

Customer Service | Apply Now | Login | Respond to a Claim

Calculate Potential Settlement Amounts

FIG. 36

# Terms and Conditions

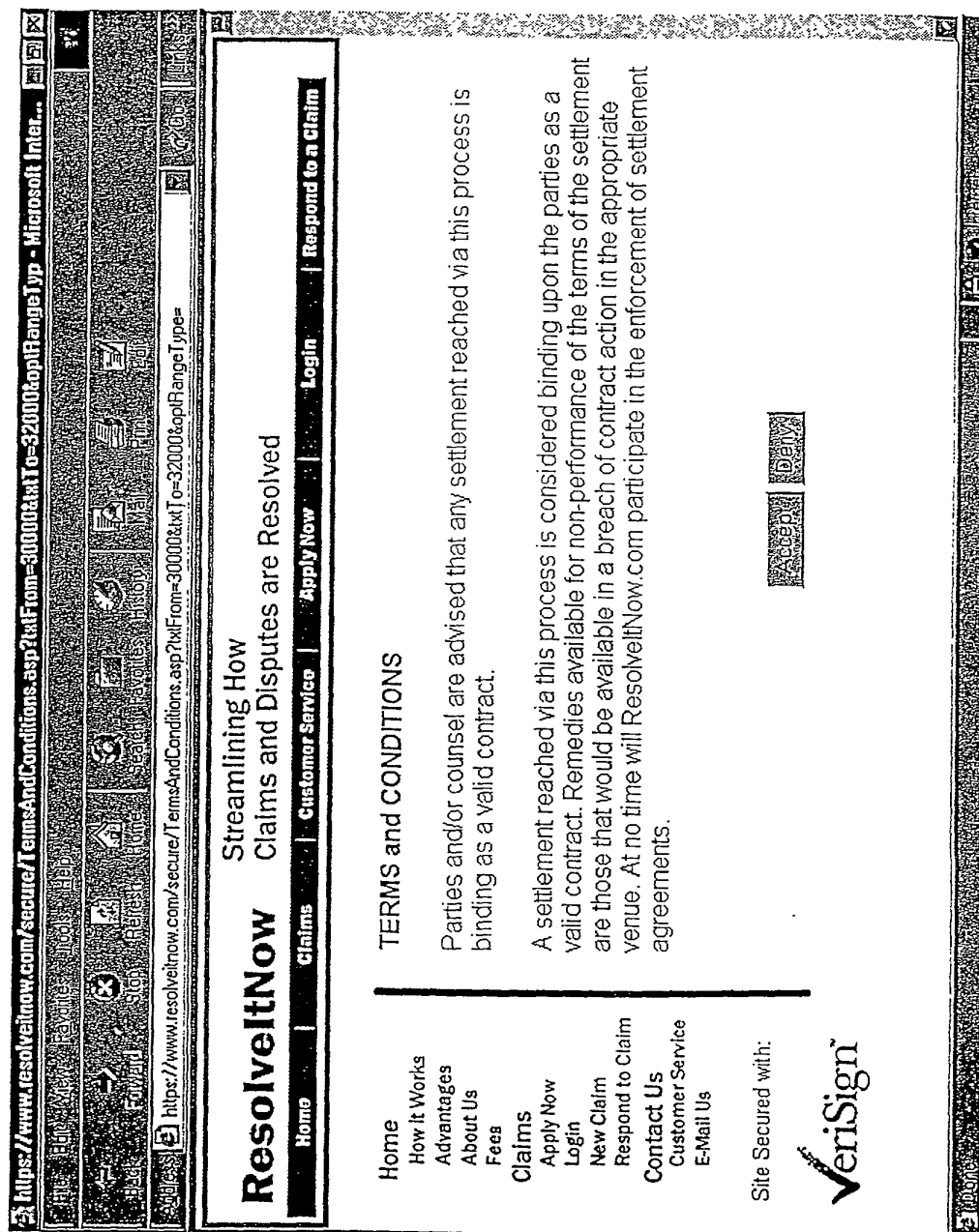


FIG. 37

Filing Completed

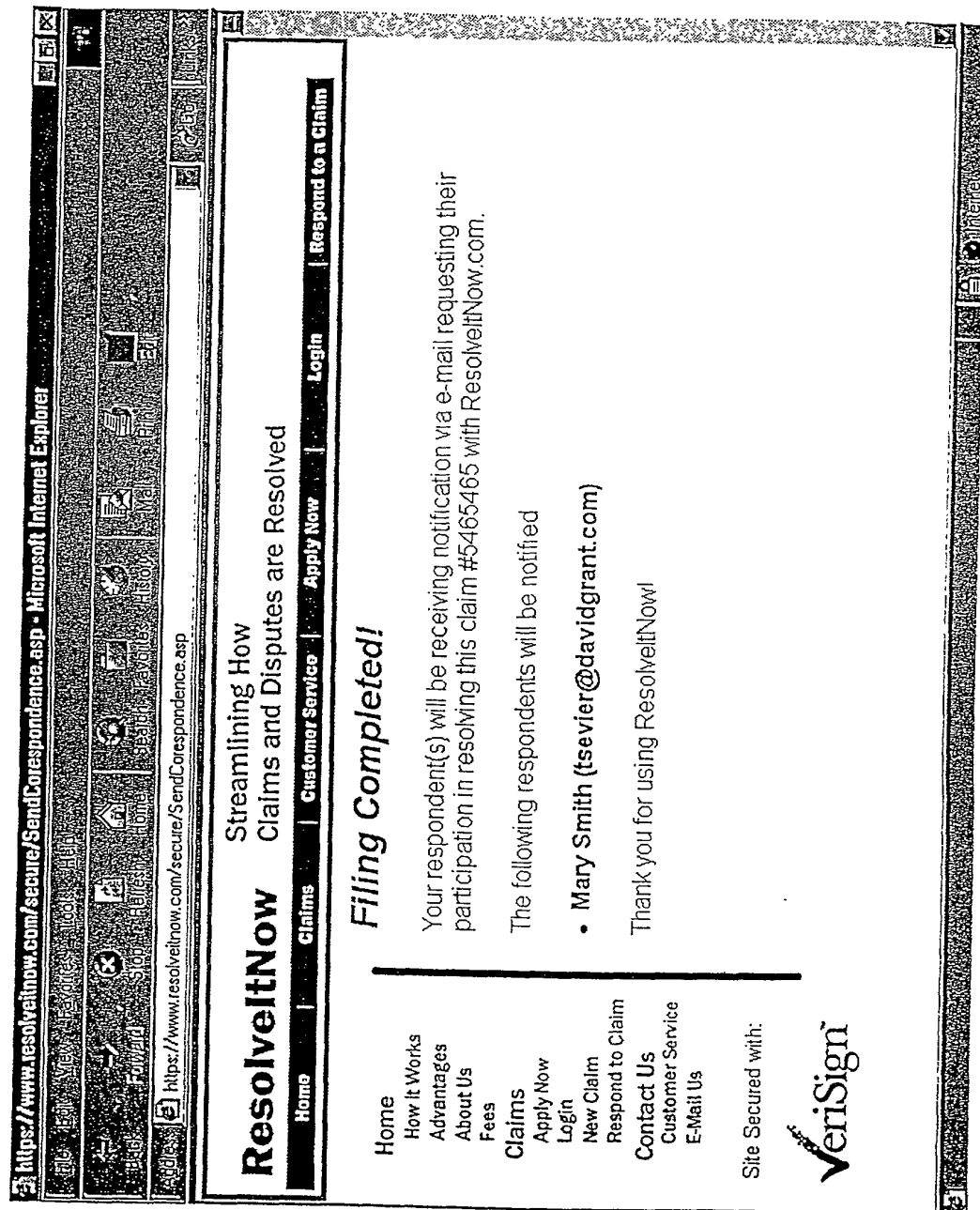


FIG. 38

*Filing Aborted*

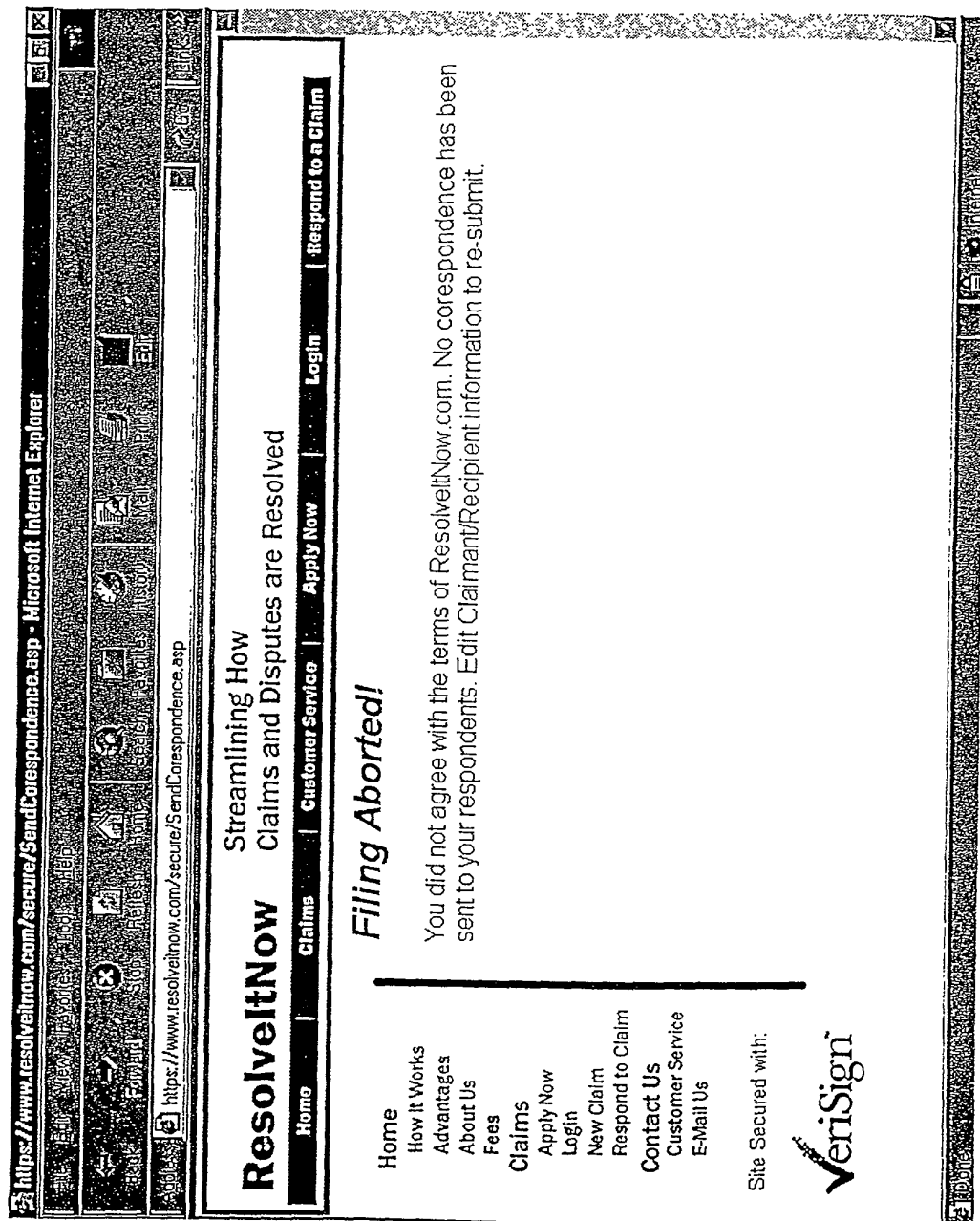


FIG. 39

Claims Status

https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Engine History Print Mail

Address: https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button

ResolveItNow

Streamlining How  
Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Home

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E-Mail Us

Site Secured with:

Claims

R# = Current Round P = Pending

Claim # 687454634

Date: 5/1/00 3:08:55 PM

Active

Claimant(s)

R1 Henry James

Replying Party (es)

P Frank Wells

Amount: \$24,000 - \$27,000

Additional Services: Modify/Pause Selection | Delete Claim

Claim # 5465465

Date: 5/1/00 3:02:58 PM

Active

Claimant(s)

R1 John Doe

Replying Party (es)

P Mary Smith

Amount: \$30,000 - \$32,000

Additional Services: Modify/Pause Selection | Delete Claim

### *Reply to a Claim – Range Selection*

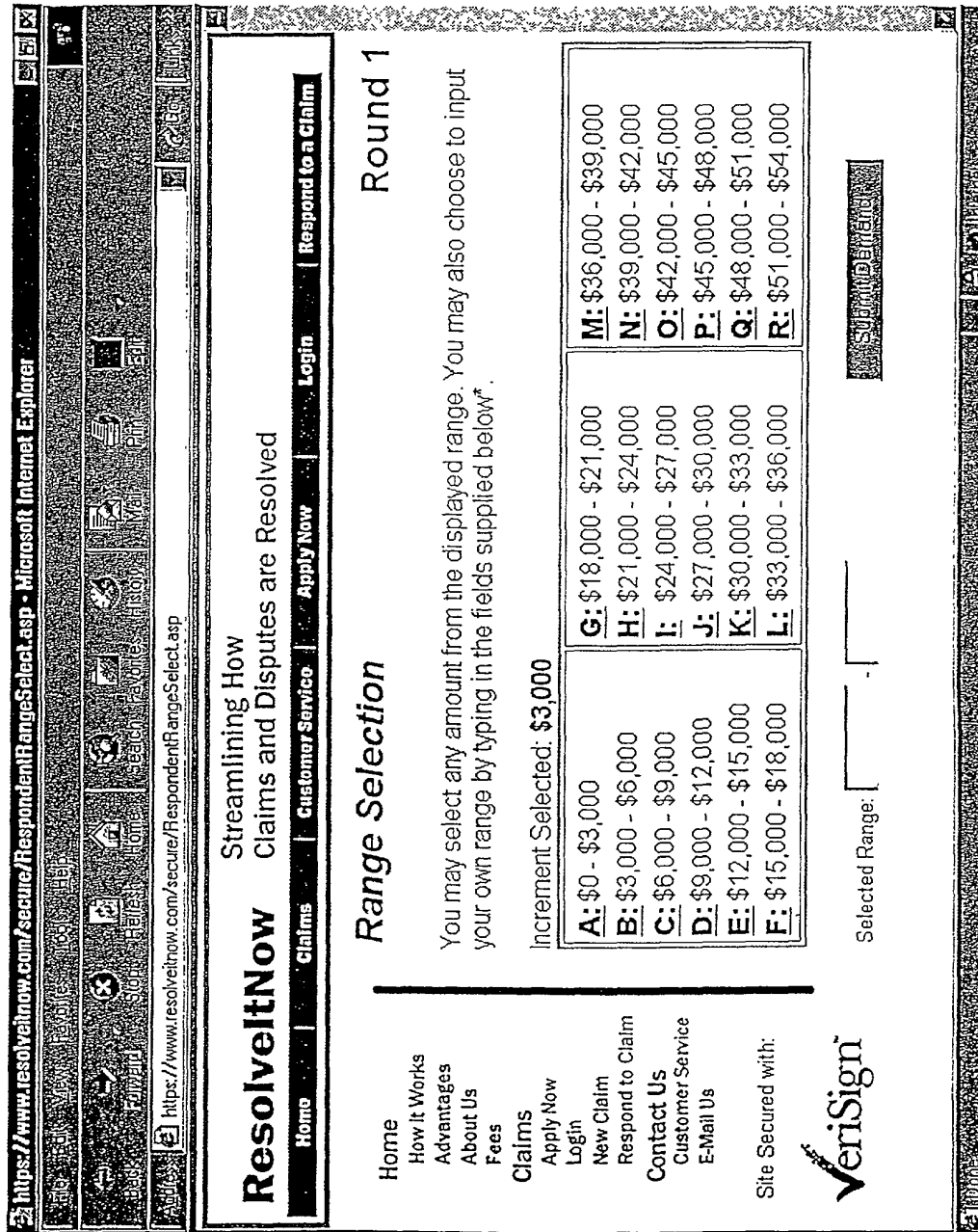




FIG. 41

Offer Submission - Accepted

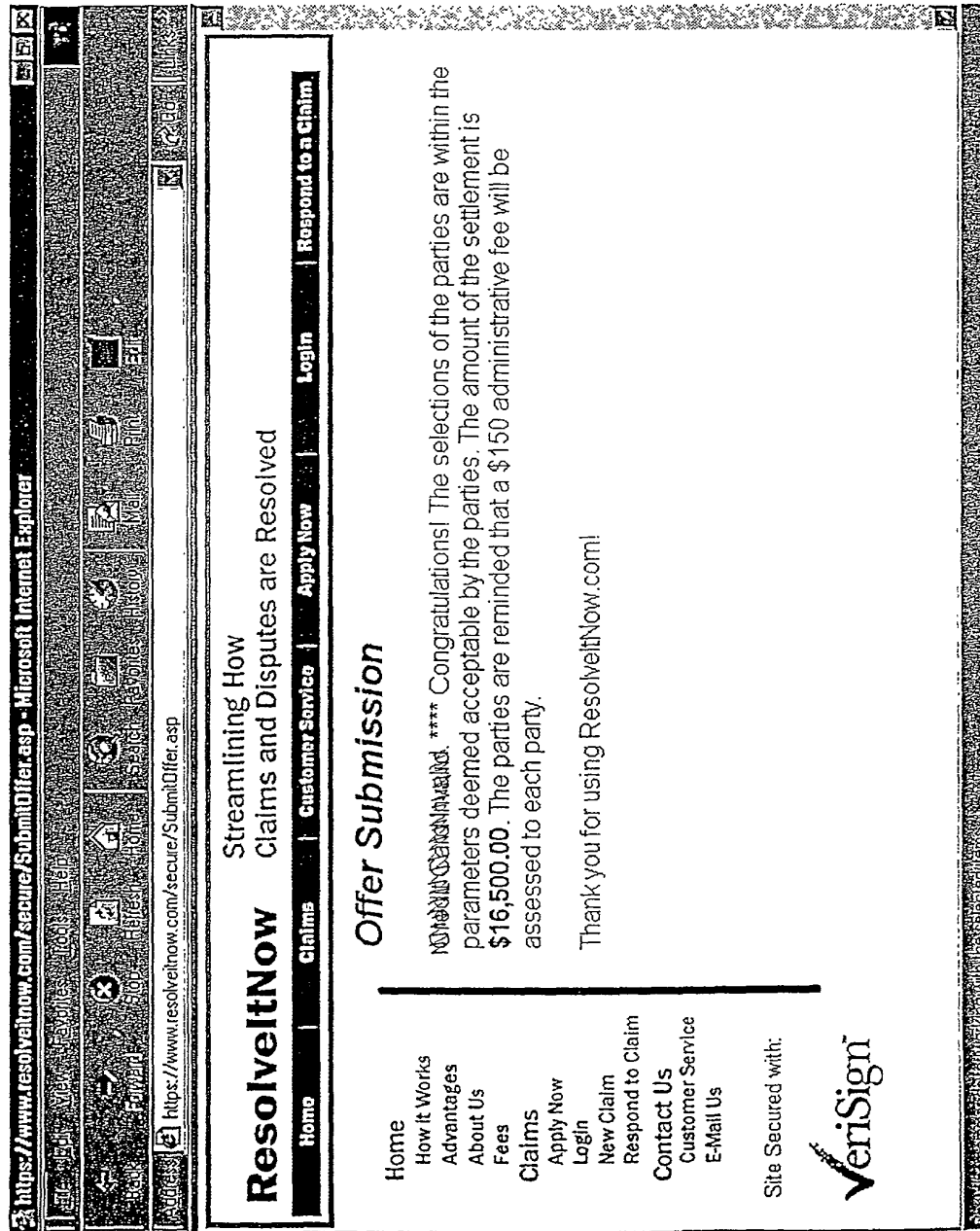
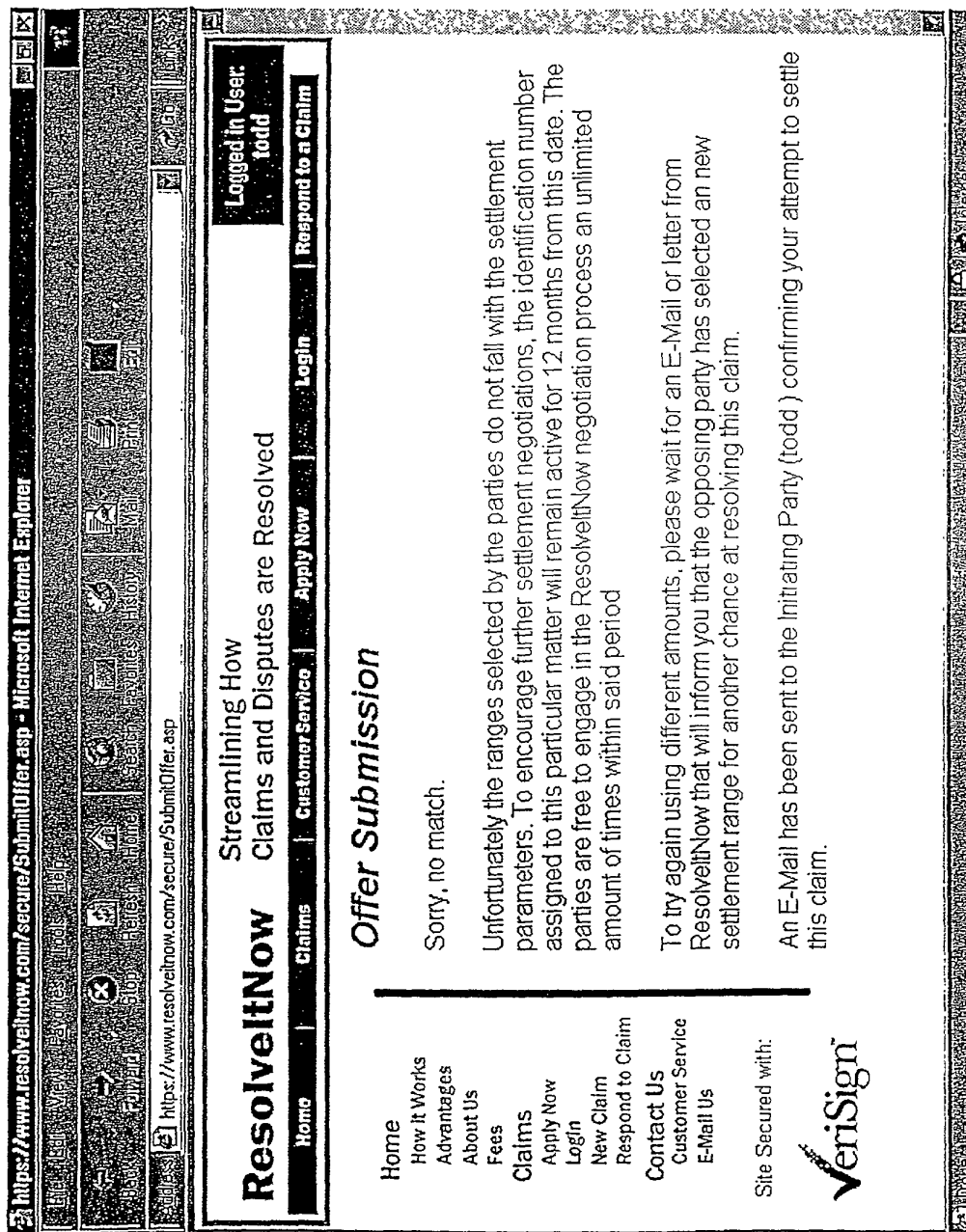


FIG. 42

Offer Submission – No Match



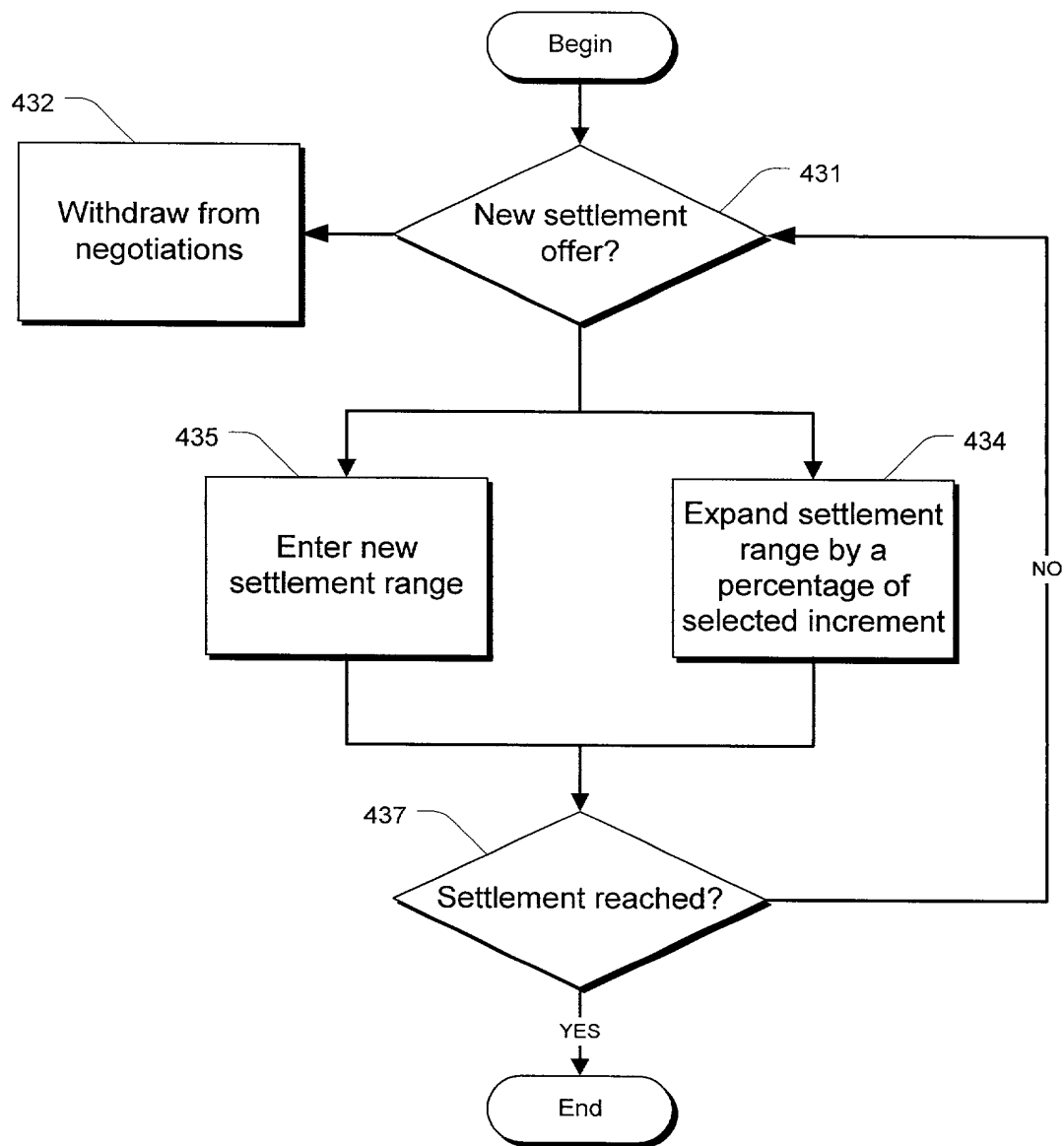


FIG. 43

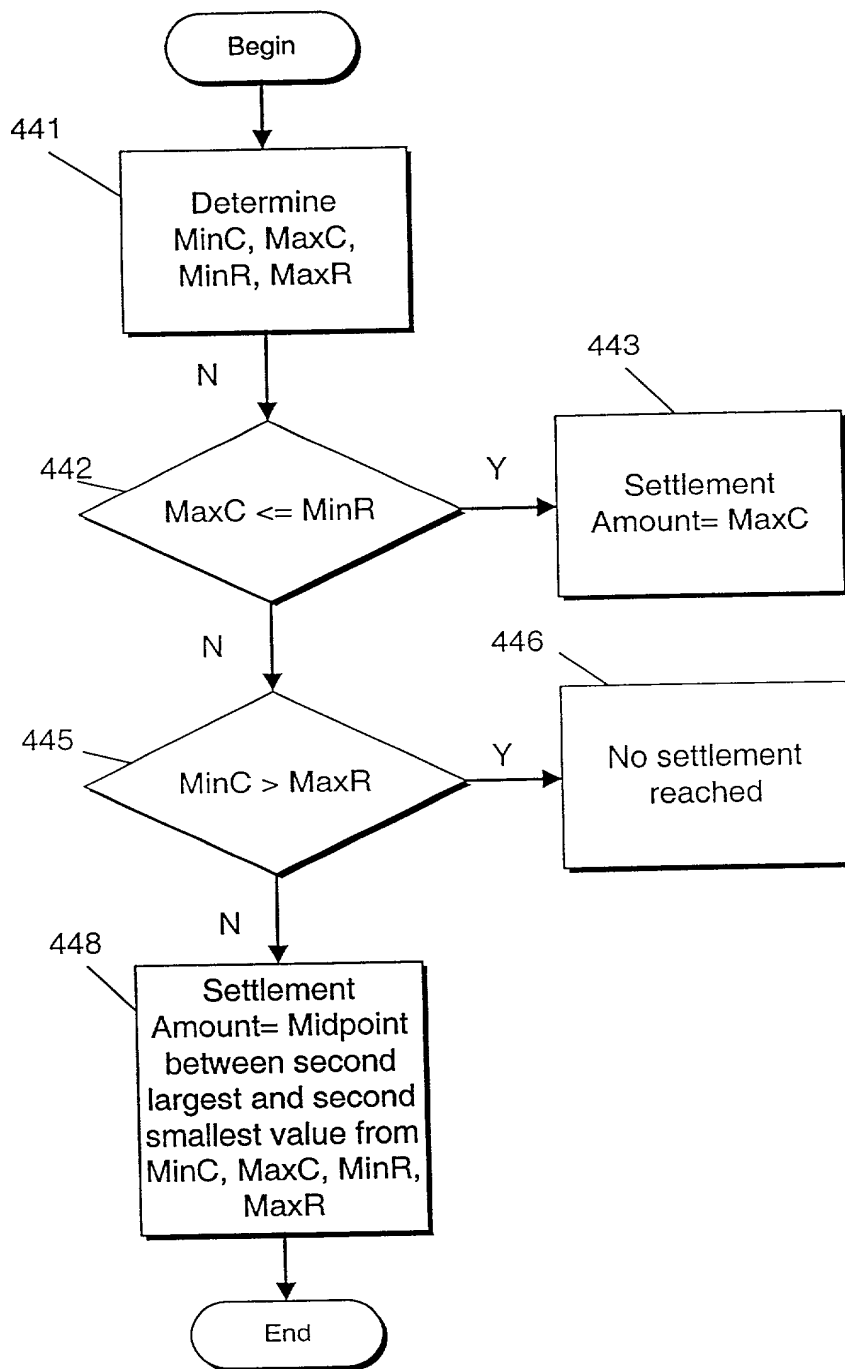


FIG. 44